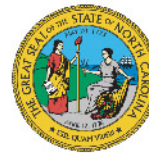


MOST PEOPLE GET MEDICAID SERVICES THROUGH A HEALTH PLAN



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

You have access to a group of providers, 24-hour Nurse Line and can see your doctor as needed. NC Medicaid Managed Care offers different health plan options.

STANDARD PLANS

- Standard Plans offer physical health, pharmacy, care management and basic behavioral health services for beneficiaries. Added services are available and different for each Standard Plan.
- Depending on where you live, you may have four or five Standard Plans to choose from.
- If you do not know which Standard Plan you are enrolled in or want to change your Standard Plan, contact us in one of these ways:
 - Go to ncmedicaidplans.gov to login through the secure portal (chat feature available)
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)

TAILORED PLANS

- Tailored Plans offer physical health, pharmacy, care management and behavioral health services and provide additional services related to conditions for beneficiaries with a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). Added services are available and different for each Tailored Plan.
- There are four Tailored Plans, and **only one Tailored Plan serves each county**. Your Tailored Plan is based on the county that manages your Medicaid case.
- If you qualify for a Tailored Plan, you may be automatically enrolled in a Tailored Plan and receive information in the mail. If you are enrolled in a Tailored Plan, you must choose a primary care provider (PCP) and Tailored Care Management provider. If you do not choose a PCP or Tailored Care Management provider, your Tailored Plan will choose for you.
 - Contact your Tailored Plan to choose a PCP and Tailored Care Management provider.
 - For a list of providers that work with your Tailored Plan, go to ncmedicaidplans.gov. You can also call the Enrollment Broker toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com) to speak with someone.

CHILDREN AND FAMILIES SPECIALTY PLAN

- The Children and Families Specialty Plan (CFSP) will have all services offered by the Standard Plan, in addition to most Tailored Plan services including behavioral health and residential services, outpatient therapy, inpatient treatment, crisis and therapeutic residential options for children, long term services and supports (LTSS) and intellectual/developmental disability (I/DD) services.
- There is only one Children and Families Specialty Plan - Healthy Blue Care Together.
- If you qualify for the CFSP, you may be automatically enrolled in CFSP and receive information in the mail. If you are enrolled in CFSP, you will be assigned a Care Manager who will choose a primary care provider (PCP).
 - For a list of providers that work with the CFSP, go to ncmedicaidplans.gov. You can also call the Enrollment Broker toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com) to speak with someone.

IF YOU HAVE QUESTIONS

- **About your Standard Plan benefits:** Call your Standard Plan.
 - UnitedHealthcare Community Plan1-800-349-1855 (TTY: 711)
 - HealthyBlue1-844-594-5070 (TTY: 711)
 - AmeriHealth Caritas 1-855-375-8811 (TTY: 1-866-209-6421)
 - Carolina Complete Health1-833-552-3876 (TTY: 711)
- **About your Tailored Plan benefits:** Call your Tailored Plan.
 - Alliance Health1-800-510-9132 (TTY: 711 or 1-800-735-2962)
 - Partners Health Management1-888-235-4673 (TTY: 1-800-735-2962)
 - Trillium Health Resources1-877-685-2415 (TTY: 711)
 - Vaya Health1-800-962-9003 (TTY: 711)
- **About your Children and Families Specialty Plan benefits:** Call the Children and Families Specialty Plan
 - Healthy Blue Care Together1-833-777-3611 (TTY: 711)
- **About your eligibility:** Contact your local Department of Social Services (DSS). A list of DSS locations can be found here: ncdhhs.gov/localdss.
- **About your health care options or services provided by health plans:** Go to ncmedicaidplans.gov (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com) to learn more about your choices, including the EBCI Tribal Option or NC Medicaid Direct.
- **About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

